

# NETWORK MANAGER REPORT

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SEPTEMBER 2009

SUBMITTED BY Barrett Gilbreath, General Manager

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## OVERVIEW

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### Operations

September was geared around finalizing license renewal application updates for many agency partners whose renewal season coincides with the start of the state's fiscal year on October 1<sup>st</sup>. During the month, AI completed two new applications as well as completed updates for two existing applications.

Highlights for the month were:

- AI launched the New School Registration application for the Alabama Real Estate Commission. This service allows real estate instructors to apply with the Alabama Real Estate Commission to become an approved instructor school with AREC.
- An update was completed to the 2009 Licensed Practical Nursing for the Alabama Board of Nursing renewal application. The board received a 29% online renewal increase from the 2007 renewal season and looks forward to the continued growth of the application.
- For the sixth year in a row, Alabama's official Web Site, [alabama.gov](http://alabama.gov), has been honored with a top ten ranking by the Center for Digital Government as one of the top state portals in the country in its annual Best of the Web competition.
- AI launched the online Accident Report Sales for the Alabama Department of Public Safety. This service allows the public to obtain interactive crash reports. The new online service is more efficient and faster than having to purchase the report in person or by mail.
- The Alabama State Board of Social Work Examiners License Renewal application had a 17% increase in transaction from September 2008 to September 2009. This application allows social work examiners to renew their license online.
- The Alabama State Board of Public Accountancy License Renewal application experienced a 10% increase in transactions from September 2008 to September 2009. This application allows accountants to renew their license and facility license online.
- The Alabama Secretary of State online Uniform Commercial Code filing has increased 19% since September 2008. This service benefits lenders or businesses who frequently submit UCC-1 and/or UCC-3 filings with the Alabama Secretary of State.
- Alabama Interactive began discussions with the Alabama Board of Examiners of Assisted Living Administrators. The Assisted Living Administrators would like AI to build 2 new applications for the upcoming renewal season.

## **Marketing**

During the month of September, Alabama Interactive's marketing team issued a press release to announce the sixth consecutive top ten finish for Alabama's official state Web site ([www.alabama.gov](http://www.alabama.gov)) in the Center for Digital Government's annual Best of Web competition for government portal excellence. The 2009 Best of the Web competition recognized the most innovative and user-friendly state Web portals and was conducted by the Center for Digital Government, a national research and advisory institute on information technology policies and best practices in state and local government. Sites were judged on delivery of public services, efficiency, economy, and functionality for improved citizen access.

The number of updates required for the 2009 renewal season kept the marketing team very busy. Each member of the team worked diligently to ensure each application was updated and tested before it was submitted to the agency.

## **Customer Service**

The customer service representatives stayed busy in September with renewal season in full swing. The team at AI answered over 400 live and offline chats in the month of September and many more phone calls with general questions about various state services and online applications.

Coralee Batten had this to say about our customer service team members, "Jessica was very polite and helpful. She promptly called me back and we worked through the problem I had. On top of that, Barrett Gilbreath followed up with a call to assure me everything was processed without difficulty, just to set my mind at ease. Nowadays, we're lucky to get an automated response from a company, let alone, such a personal touch. My hat is off to you A.B.N., you've chosen well. The company you have handling your web site is by far one of the most pleasant and personable I've come across in a long time."

## **Development**

During the month of September the AI Dev-Share team held two very productive meetings. During the first meeting, the Dev-Share team discussed the use of the Mantis bug tracking system and how it would aid the office in tracking updates for all AI applications. The Dev-Share team setup a specific instance which will allow Alabama Interactive to have more control over the maintenance and functionality of the new Mantis application. The Mantis tool will allow the team to setup agencies as "view only" users and give them access to view and track any updates being made to their applications. The team looks forward to helping agencies see the behind the scenes work which goes on while implementing their applications.

During the second meeting the team discussed the move to our new office location. As part of the move process the Dev-Share team needed to setup and install the office network, order new equipment, and help setup computers for the staff. The team also discussed the best way to implement these items to make the move as seamless as possible for all employees of Alabama Interactive.

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## PROJECT REPORT

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### Completed New Applications for 2009

Agency	Application	Description	Date Completed
Alabama State Board of Social Work Examiners	Exam Registration	Allows approved candidates to re-take the social work licensing exam	01/05/2009
Alabama Real Estate Commission	New Course Registration	Allows instructors to submit courses online for approval	01/06/2009
Alabama Department of Revenue	Abandon Vehicles Title Search	Allows subscribers to locate last known lien holder of an abandoned vehicle	02/27/2009
Alabama Department of Finance	Alabama Stimulus Website	Outlines the distribution of state stimulus funds	02/27/2009
Alabama Department of Conservation and Natural Resources	Boat Registration	Allows County Probate Offices to interface with the DCNR system online	03/02/2009
Alabama Real Estate Commission	Approved Course	Allows licenses to view the courses approved by AREC	03/05/2009
Alabama Department of Revenue	Merchant Services for ETAPS	Provide Merchant Services for the ETAPS application through partnership with 3M	03/13/2009
Alabama Department of Corrections	Inmate Banking Deposit System	Allows for online deposits to the inmate's canteen account	03/19/2009
Alabama Department of Education	Merchant Service	Provide merchant service for certificate renewals	03/23/2009
Alabama Board of Respiratory Therapy	Initial License Application	Allows users to apply for license online	04/02/2009
Alabama Board of Cosmetology	Group Verification	Allows users to have access to group verification online	04/28/2009
Alabama Department of Public Health	EMS Provider License Renewal	Allows brick and motor buildings to renew licenses	05/13/2009
Alabama Board of Court Reporting	Initial License Application	Allows users to apply for license online	06/04/2009
Alabama Department of Insurance	Merchant Service	Provide merchant service for Producer Directory CD	06/09/2009

Alabama Department of Labor	Child Labor Work Certificates	Allows employers to purchase work certificates for employed minors	8/04/2009
Alabama Real Estate Commission	Official Document Printing	Allows licensee to approve or license via menu	8/18/2009
Alabama Board of Home Medical Equipment Services Providers	Initial License	Allows users to apply for license online	8/28/2009
Alabama Department of Public Safety	Accident Report Sales	Allows users to retrieve Crash Reports online	09/01/2009
Alabama Real Estate Commission	New School Registration	Allows instructors to register as an accepted real estate school	09/14/2009

## Completed Updates for 2009

Agency	Application	Description	Date Completed
Alabama Department of Revenue	IFTA/Trip and Fuel	Made updates to existing application	01/20/2009
Alabama Real Estate Commission	Certification	Updates to existing application	01/27/2009
Alabama Electrical Contractors Board	License Renewal	Made updates to current statutory and late fees, receipt and database	01/30/2009
Alabama Department of Public Health	EMT License Renewal	Updates to export script, audit function and receipt confirmation	01/30/2009
Alabama Criminal Justice Information Center	Background Checks	Add option for bulk uploads and implement discounts for large searches performed by government officials	01/30/2009
Alabama Ethics Commission	Lobbyist Registration	Updates to intranet and data files	01/30/2009
Alabama Alcoholic Beverage Control Board	Initial Application	Update to collect previous license data on new applications	01/30/2009
Alabama Alcoholic Beverage Control Board	Initial Application	Update to exempt state agencies to be exempt from fees	02/17/2009
Alabama Department of Public Health	Child Health Insurance Program	Add additional buttons to application	02/20/2009
Alabama Department of Revenue	Tax Extension	Update form to remove particular applications from instructions	02/20/2009
Alabama Board of Mental Health and Mental Retardation	Exam Application	Updates to Certificates	02/26/2009
Alabama Department of Public Health	EMS Renewals	Allows facilities to renew numerous licenses with one payment	02/25/2009
Alabama Board of Interpreters and Translators	Permit and License Renewals	Updates to existing fees	02/27/2009
Alabama Department of Education	Certification Requests	Adding additional validation for social security number	02/27/2009

Alabama Department of Public Safety	Merchant Service	Update to field in Web service	02/27/2009
Home Builders Licensure Board	Initial Application	Rewrite of existing application	03/01/2009
Alabama Real Estate Commission	Initial Course	Updates to existing applications	03/01/2009
Alabama Board of Professional Engineers and Land Surveyors	Continuing Education Log	Update to application used to log CE hours	03/16/2009
Alabama Real Estate Commission	Course Renewal	Updates to existing applications	03/19/2009
Alabama Board of Professional Engineers and Land Surveyors	License renewals	Update to renewal application to include continuing education hours from log	03/20/2009
Alabama Criminal Justice Information Center	Criminal Histories	Add notification of discount quantities	03/20/2009
Alabama Alcoholic Beverage Control Board	Initial Application	Allow county users to change license type	03/27/2009
Alabama Bar Association	Sections Updates	Updates to 2009 sections	04/01/2009
Alabama State Board of Social Work Examiners	License Renewals	Creation of intranet for license renewal	04/02/2009
Alabama Real Estate Commission	Certifications	Updates to existing applications	04/03/2009
Alabama Board of Education	Merchant Service	Updates to existing application	04/06/2009
Alabama Bar Association	Annual Registration	Update to 2009 conference registration	04/21/2009
Alabama Board of Cosmetology	License Renewal	Updates to existing application	04/30/2009
Alabama State Board of Chiropractic Examiners	Facility Renewal and Initial License	Updates to existing applications	05/04/2009
Alabama Farmer's Market	Shopping Cart	Rewrite of current application	05/08/2009

Alabama Board of Cosmetology	License Renewal	Update to fees	05/13/2009
Alabama Alcoholic Beverage Control Board	Initial Application	Updated functionality and added inter agency transfer	05/15/2009
Alabama Board of Nursing	Reinstatement	Updates to existing application	05/20/2009
Alabama Department of Conservation and Natural Resources	Magazine Update	Allows citizens to pay for licenses, gifts, subscriptions at same time	05/22/2009
Alabama Alcoholic Control Board	License Renewal	Adding interagency transfer to renewal, updates to dates	06/01/2009
Alabama Department of Conservation and Natural Resources	Alligator Hunt	Updates to existing application	06/02/2009
Alabama Secretary of State	Uniform Commercial Code Filings	Allow several amendments to a single file to occur in the same day	06/06/2009
Alabama Board of Nursing	Endorsement Application	Updates to email receipt	06/12/2009
Alabama Board of Court Reporting	Renewal Application	Updates to existing application	06/15/2009
Alabama Board of Cosmetology	Renewal Application	Add Discover and American Express payment options	06/22/2009
Alabama Home Builders Licensure Board	Expired Application	Rewrite of existing application	06/22/2009
Alabama Board of Cosmetology	License Renewal	Change late fees for all renewal types	7/01/2009
Alabama Home Medical Equipment Services Providers	License Renewal	Date changes to existing application	7/01/2009
Alabama Department of Revenue	Trip and Fuel	Updates to existing application	7/06/2009
Alabama Board of Registration for Foresters	License Renewal	Updates to existing application	07/06/2009



Alabama Department of Conservation and Natural Resources	Becoming an outdoor woman	Updates to fall registration	7/15/2009
Alabama Board of Auctioneers	License Renewal	Update to existing application	7/20/2009
Alabama Department of Mental Health	Exam	Change name and Certificate	7/21/2009
Alabama Department of Conservation and Natural Resources	Coastal Bird fest	Update to existing application	7/24/2009
Alabama State Board of Respiratory Therapy	License Renewal	Date changes to existing application	7/31/2009
Alabama Board of Physical Therapy	License Renewal	Flag address changes	8/01/2009
Alabama Real Estate Appraisers Board	License Renewal	Update to existing application	8/01/2009
Alabama Board of Social Work Examiners	License Renewals	Rewrite of current application	8/04/2009
Alabama Board of Nursing	Verification Status Check	Rewrite of current application	8/05/2009
Alabama Criminal Justice Information Center	Criminal Histories	Added sex offenders	8/10/2009
Alabama Department of Conservation and Natural Resources	Intranet - DCNR Pay	Update to existing application	8/11/2009
Alabama State Board of Public Accountancy	License Renewal	Rewrite of current application	8/17/2009
Alabama Real Estate Commission	Menu	Update to existing application	8/18/2009
Alabama Real Estate Commission	School Renewal	Text and date changes	8/18/2009

Alabama Real Estate Commission	Instructor Renewal	Text and date changes	8/18/2009
Alabama Department of Revenue	Abandon Vehicles	Update to existing application	8/31/2009
Alabama State Board of Chiropractic Examiners	Individual Verification	Allows users to verify chiropractic licensees	8/31/2009
Alabama Board of Nursing	LPN Renewal Updates	Update to existing application	09/01/2009
Alabama Bar Association	License Renewals	Updates to existing application for new year	09/03/2009

## In Testing...

Agency	Application	Description	Status	Target Date
Alabama Department of Revenue	Initial Business Privilege Tax	Allows users to complete the initial privilege tax online	This application is in agency testing.	March 2009
Alabama Board of Cosmetology	Electronic Inspections Application	Allows users to inspect facilities on site using mobile devices	This application is in agency testing	TBD
Alabama Board of Cosmetology	Group Verifications	Allows users to verify licenses	This application is in internal testing	August 2009
Alabama Department of Public Health	Child Health IVR Solution	Allows users to make AllKids payment via phone	This application is in agency testing	April 2009
Alabama Secretary of State	Corporation Certificate of Existence	Allows users to purchase certificate of existence	This application is in agency testing	December 2008
Alabama Department of Revenue	Auto Dealers License Renewal/ Initial	Allows auto dealers to renew and apply for license online	This application is in agency testing	October 2008
Alabama Department of Public Safety	Accident Report Sales	Update to existing application	This application is in agency testing	TBD
Alabama Bar Association	Shopping Cart	Allows users to purchase BAR book online	This application is in agency testing	July 2009
Alabama Real Estate Commission	New School Registration	Allows instructor to register their school online	This application is in agency testing	TBD
Alabama Board of Chiropractic Examiners	Reinstatement	Allows licensees to reinstate license	This application is in agency testing	October 2009
Alabama Bar Association	Exam Application	Allows recent graduates to register for the BAR exam online	This application is in agency testing	September 2009
Alabama Electronic Securities Board	License Renewal	Allows current licensed installers to renew licenses online	This application is in agency testing	September 2009

Alabama Department of Conservation and Natural Resources	5 Rivers	Merchant Service	This application is in agency testing	September 2009
Alabama Department of Environmental Management	Merchant Service	Provide merchant service for invoices	This application is in internal testing	October 2009
Alabama Department or Revenue	Construction Fee Return	General Contractors Tax	This application is in agency testing	October 2009

## In Development . . .

Agency	Application	Description	Status	Target Date
Alabama Real Estate Commission	Pre/Post License Instructor	Allows instructor to apply to teach online	This application is in the pre project phase	TBD
Alabama Secretary of State	Corporate Name Reservation	Allows corporations to reserve business names	This application is in the pre-project phase	TBD
Alabama Department of Labor, Elevator Division	Merchant Service Application	Provide Merchant Services to agency	This application is in the pre-project phase	June 2009
Alabama Department of Labor, Boiler Division	Merchant Service Application	Provide Merchant Services to agency	This application is in the pre-project phase	June 2009
Alabama Board of Licensure for Professional Geologists	Professional Geologists License Renewal	Allows licensed geologists to renew online	This application is in the pre-project phase	June 2009
Alabama Board of Massage Therapy	Massage Therapists License Renewal	Allows licensed massage therapists to renew their license online	This application is in the pre-project phase	June 2009
Alabama Social Work Examiners Board	Initial License Application	Allows users to apply for initial license online	This application is in pre-project phase	October 2009
Alabama Manufactured Housing Commission	Re-sale Decal	Allows manufactured housing providers to apply for decals online	This application is in development	June 2009
Alabama Alcoholic Beverage Control Board	Alcoholic Representative IDs	Allows current ID holders to renew online	This application is in pre-project phase	September 2009
Alabama Department of Revenue	Motor Vehicles, Form 04	Allows lien holder filings to be submitted online	This application is in pre-project phase	October 2008

Alabama Onsite Wastewater Board	License Renewal	Allows current licensees to renew online	This application is in development	September 2009
Alabama Department of Revenue	Unclaimed Vehicle Report	Provides subscribers with unclaimed vehicle information	This application is in pre-project phase	TBD
Alabama Department of Revenue	Construction Fee Return	Construction tax for new construction sites	This application is in pre-project phase	October 2009
Alabama Criminal Justice Information Center (ACJIC)	Mapping Crime Stats	Allows users to see interactive crime maps	This application is in pre-project phase	TBD
Alabama Department of Child Abuse & Neglect Prevention	Fatherhood Forum	Allows single fathers to ask the agency and other single father's questions.	This application is in development	TBD
Alabama Department of Child Abuse & Neglect Prevention	Grant Application	Allows users to apply for grants online	This application is in pre-project phase	April 2010
Alabama Department of Purchasing	Vendor Registration	Allows vendors for the state to register online	This application is in pre-project phase	TBD
Alabama Board of Heating, Air Conditioning and Refrigeration Contractors	Refrigeration Renewals	Allows licensees to apply for a license	This application is in pre-project phase	October 2009
Alabama Board of Nursing	Initial approval for AP Nursing CNM/CRNP	Allows CRNP and CNM to apply for a collaborative license	This application is in development	November 2009
Alabama Supreme Court	Merchant Service	Allows attorneys to pay for online filings	This application is in pre-project phase	TBD
Alabama Department of Environmental Management	Wastewater Renewal	Re-write of existing application	This application is in development	TBD

## Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Alabama Criminal Justice Information Center (ACJIC)	Limited Criminal Histories	Adding sex offender registry data	This application is in development	TBD
Alabama Department of Conservation and Natural Resources	Shopping Cart	Update to current shopping cart	This application is in agency testing	April 2009
Alabama Department of Revenue	Personalized Tag Reservations	Rewrite application to allow for easier maintenance and streamline user interface	This application is in agency testing	April 2009
Alabama State Motor Pool	Online Reservation	Rewrite of existing application	This application is in development	April 2009
Alabama Department of Conservation and Natural Resources	Phone Sales	Updates to current screens	This application is in internal testing	April 2009
Alabama Department of Conservation and Natural Resources	Hunting and Fishing License Renewal	Updates to existing applications	This application is in the pre project phase	September 2009
Alabama Board of Examiners for Speech-Language Pathology and Audiology	License Renewal	Updates to existing application	This application is in internal testing	October 2009
Alabama Department of Revenue	Motor Vehicle	Motor vehicle intranet	This application is in the pre project phase	August 2009
Alabama Department of Conservation and Natural Resources	License Renewal	Updates to existing application	This application is in development	June 2009
Alabama Department of Conservation and Natural Resources	Intranet for Existing Pay Application	Updates to existing application	This application is in internal testing	June 2009

Alabama Real Estate Commission	Certification	Updates to existing application	This application is in development	June 2009
Alabama Board of Nursing	Address change form	Updates to existing application	This application is in the pre project phase	August 2009
Alabama Real Estate Commission	Instructor Renewal	Update to dates and receipt page	This application is in the pre project phase	June 2009
Alabama Board of Nursing	Subscription Updates	Updates to existing subscriptions	This application is in development	July 2009
Alabama Board of Nursing	Intranet Report	Update to existing reports	This application is in development	July 2009
Alabama Board of Cosmetology	License Renewals	Updates to existing application	This application is in development	July 2009
Alabama Board of Social Work Examiners	License Renewals	Add inactive status	This application is in the pre project phase	August 2009
Alabama Board of Nursing	Rein, Exam, Endorsement	Update Regulatory questions	This application is in agency testing	September 2009
Alabama Home Builders Licensure Board	License Renewals	Application Rewrite	This application is in the pre project phase	October 2009
Alabama State Board of Licensure for Professional Engineers and Land Surveyors	License Renewal	Updates to existing application	This application is in development	October 2009
Alabama Board of Optometry	License Renewal	Updates to existing application	This application is in development	October 2009
Alabama State Board of Licensure for Professional Engineers and Land Surveyors	Firm Renewal	Updates to existing application	This application is in development	November 2009
Alabama State Banking Department	Bank Renewal	Updates to existing application	This application is in development	October 2009
Alabama Department of Public Health	EMS Provider	Rewrite	This application is in development	October 2009



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## **SERVICE REQUESTS**

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### **Service Request #214**

Alabama Board of Examiners of Assisted Living Administrators – License Renewal

Alabama Interactive requests and recommends this service for the Alabama Board of Examiners of Assisted Living Administrators is added to the network. The online application will be a convenience fee service.

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## MONTH IN REVIEW

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Total September AI Network Transactions:	443,330
Average Successful Request per Day:	14,778
Total September alabama.gov Visitors:	453,908
Total September alabama.gov Page Views:	1,089,883
Total September alabama.gov Chats or Offline Messages from Live Help:	423

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## OPERATIONS & ADMINISTRATION

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With renewal season in full swing Alabama Interactive's project managers have been working very close with each of our partners to ensure successful launch of all renewal applications. The team is working on a number of new applications to launch before the end of the year and looks forward to a smooth and successful renewal season.

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## OTHER BUSINESS/IN CLOSING

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In closing, September brought the beginning of the renewal season and the end to a very busy month. We are looking forward to the coming months with new service offerings, license renewals and higher adoption.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1988, or email at [barrett@alabamainteractive.org](mailto:barrett@alabamainteractive.org)

Respectfully Submitted,

Barrett Gilbreath